

## FREQUENTLY ASKED QUESTIONS

### MOVEMENT CONTROL ORDER AND SUSPENSION OF ALL SERVICE OPERATIONS FOR UNIVERSITI MALAYSIA PAHANG FROM 18 MARCH 2020 TO 31 MAC 2020

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#### A. MATTERS RELATED TO STAFF

**1. What is my attendance status from 18-31 March 2020?**

There is no requirement for check in, check out or request for work order. The Human Resources Division will take the necessary action to update and maintain the staff attendance record.

**2. I have applied for leave between the specified period (18-31 March 2020), so do I need to cancel my application?**

For the staff who have applied for leave on the specified period, you may cancel your application in accordance with the normal procedure.

**3. Am I allowed to conduct any dealings with external parties?**

All dealings related to external parties are postponed immediately except for essential matters such as foods, health, safety, cleaning and repairs. Any requests for exception must be approved by the Vice Chancellor.

**4. Can I be anywhere else other than the home address which is registered with the Human Resources Division during the Movement Control Order period?**

Staff in essential services such as safety and health or those who are directed by the head(s) of department(s) at a particular time are required to come for duty.

All staff must be available to be reached during the office hours.

**5. Do I have to work from home?**

In accordance with the closure of Universiti Malaysia Pahang and suspension of its service operations, **all staff should be on standby**. Any work which is crucial and subject to the needs of the university can be instructed by the head(s) of department(s) from time to time.

## **B. MATTERS RELATED TO STUDENTS**

### **1. Do any cafeterias operate during the Movement Control Order period?**

Yes, the university cafeterias operate as usual on both campuses. However, the **operators will only provide takeaway** as regulated during the Movement Control Order period.

### **2. What if my children get sick?**

They can get treatment at Pusat Kesihatan Universiti (PKU) which operates during office hours.

Students may contact **PKU Gambang (09-5493111)** or **PKU Pekan (09-4245777)** during office hours or the current **Hotline Res-Q 09-549 3333**.

Any emergency cases after the office hours can be reported directly to the fellow on duty at the respective Residential College.

### **3. How can my children travel home between states?**

Parents can refer to the latest rules regarding travelling between states as issued by the authorities/ National Security Council (MKN).

### **4. Are all students required to return homes?**

All UMP students may return to their hometown during the Movement Control Order period. However, students are encouraged to remain on campus.

For students who are unable to leave UMP, you should report directly to the Department of Student Affairs and Alumni by filling out an online form via **Facebook: fb.me/mppump.official** or by contacting the **Hotline Res-Q 09-549 3333**.

### **5. What about international students?**

All UMP international students are advised to leave Malaysia and are not allowed to return to the country during the Movement Control Order period.

For international students who are unable to leave UMP, you should report directly to the Department of Student Affairs and Alumni by filling out an online form via **Facebook: fb.me/mppump.official** or by contacting the **Hotline Res-Q 09-549 3333**.

### **6. Does UMP provide transportation to send students to nearby bus terminals and airports?**

UMP will continue to provide transportation to send students home until 18 March 2020 (Wednesday) based on the university's current capabilities and existing services. However, students are encouraged to remain on campus.

**7. Are students living off-campus required to report to Student Affairs and Alumni Department?**

For students who are living off-campus, you should report directly regarding your status to the Department of Student Affairs and Alumni by filling out an online form via **Facebook: fb.me/mppump.official** or by contacting the **Hotline Res-Q 09-549 3333**.

**8. Can a student living off-campus stay at a Residential College during the Movement Control Order period?**

Students should contact and seek advice from the Department of Student Affairs and Alumni.

**9. Does UMP guarantee the safety of students living on campus?**

UMP always ensures the safety and health of the students. However, students are advised to adhere to the preventive measures outlined by the Ministry of Health Malaysia (MOH) and all administrative circulars regarding COVID-19.

Please call the Safety Division Hotline (24 Hours) at Pekan Campus (09-4245768) or Gambang Campus / **Hotline Res-Q 09-549 3333** for any inquiries.

**C. OTHERS**

**1. What is the students' academic status during the Movement Control Order period?**

**The mid-term break for Semester 2, Session 2019/2020 is brought forward** to 18-31 March 2020 from the scheduled 4-12 April 2020. As a result, no teaching and learning sessions including online learning will be held during the period.

Teaching and learning sessions will resume as usual on 1 April 2020 and any changes are subject to instructions from time to time.

**2. What mechanism can a staff employ in order to work from home during the Movement Control Order period?**

Pusat Teknologi Maklumat dan Komunikasi (PTMK) has provided home-based services for **online meetings and discussions using Google Meet**. Click on the link for the manual: <http://bit.ly/ptmk-meet>

**3. Can I access my office or any buildings on both campuses?**

No, you cannot. However, if you need to, **you are required to get approval from the Vice Chancellor**. Once approved, you have to register at the UMP Security Post.

PTMK has activated the access card system for 24 hours for all buildings which are equipped with the system. Staff can access the buildings using his/ her smartcard. In addition, for buildings without the Access Card System, you need to contact the respective Faculty/ PTJ to get a key to enter the premises.

**4. Should I return the books which I borrowed from the Library during the Movement Control Order period?**

No, you do not have to return the books. Fines for overdue items are suspended from 16 March – 12 April 2020.

**5. Where can I find any materials for references and reading purposes?**

You can use digital collections accessible via:

<https://umplibary.ump.edu.my/index.php/en/e-resources>

Updated by:

***Jawatankuasa Bertindak Bencana Universiti  
18 March 2020 at 12.35pm***